



2143

S/N 09/540,502

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas G. Brewer et al.

Examiner: Phuoc H. Nguyen

Serial No.: 09/540,502

Group Art Unit: 2143

Filed: March 31, 2000

Docket No.: 1592.019US1

Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER
INTERACTIONS

AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111

RECEIVED

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

MAY 07 2004
Technology Center 2100

This responds to the Office Action mailed on February 3, 2004. Please amend the above-identified patent application as follows.

05/05/2004 RMEBRAHT 00000017 09540502

01 FC:1201

344.00 DP



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Docket No.: 1592.019US1
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We are transmitting herewith the following attached items (as indicated with an "X"):

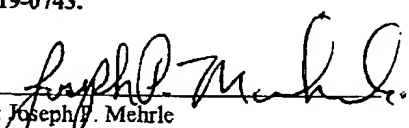
- ☒ An Amendment and Response (13 pgs.).
- ☒ A check in the amount of \$344.00 to cover the fee for additional claims as calculated below.
- ☒ A return postcard.

If not provided for in a separate paper filed herewith, If an additional fee is required due to changes to the claims, the fee has been calculated as follows:

CLAIMS AS AMENDED					
	(1) Claims Remaining After Amendment	(2) Highest Number Previously Paid For	(3) Present Extra	Rate	Fee
TOTAL CLAIMS	20	-	20	0	x 18.00 = \$0.00
INDEPENDENT CLAIMS	9	-	5	4	x 86.00 = \$344.00
MULTIPLE DEPENDENT CLAIMS PRESENTED					\$0.00
TOTAL					\$344.00

Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: 
Atty: Joseph P. Mehrle
Reg. No. 45,535

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 29 day of April, 2004.

Peter Rebuffon
Name

Peter Rebuffon
Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.